



Cross-DAAC Tracking

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Cross-DAAC Tracking



User Services receives request from user to cancel a data order

Summary of steps:

- **Receive request from user**
- **Query Order Tracking database for order**
- **Determine which part of order can be cancelled**
- **Contact appropriate Data Distribution Technicians**
- **Submit Cancellation (Data Distribution Technicians)**
- **Report Cancellation Confirmation (Data Distribution Technicians)**
- **Log Event Into User Contact Log**



Cross-DAAC Tracking

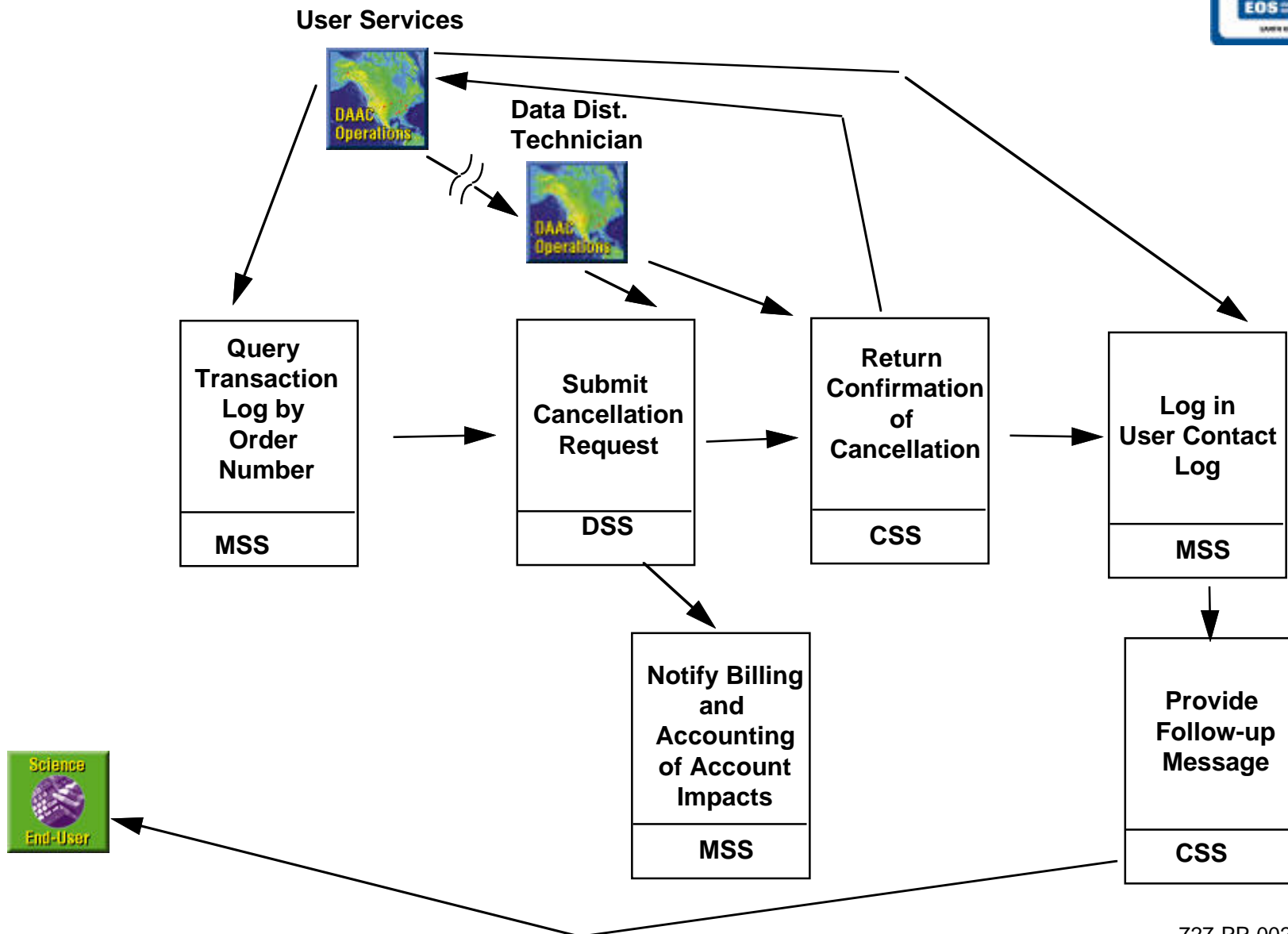
Scenario Assumptions

- Cancellation request is received by phone
- User knows his Order number and User Id number
- Data order spans multiple DAACs
- User is known and doesn't require authentication
- Granularity for cancellation is at the Data Server level and not per item in the data order

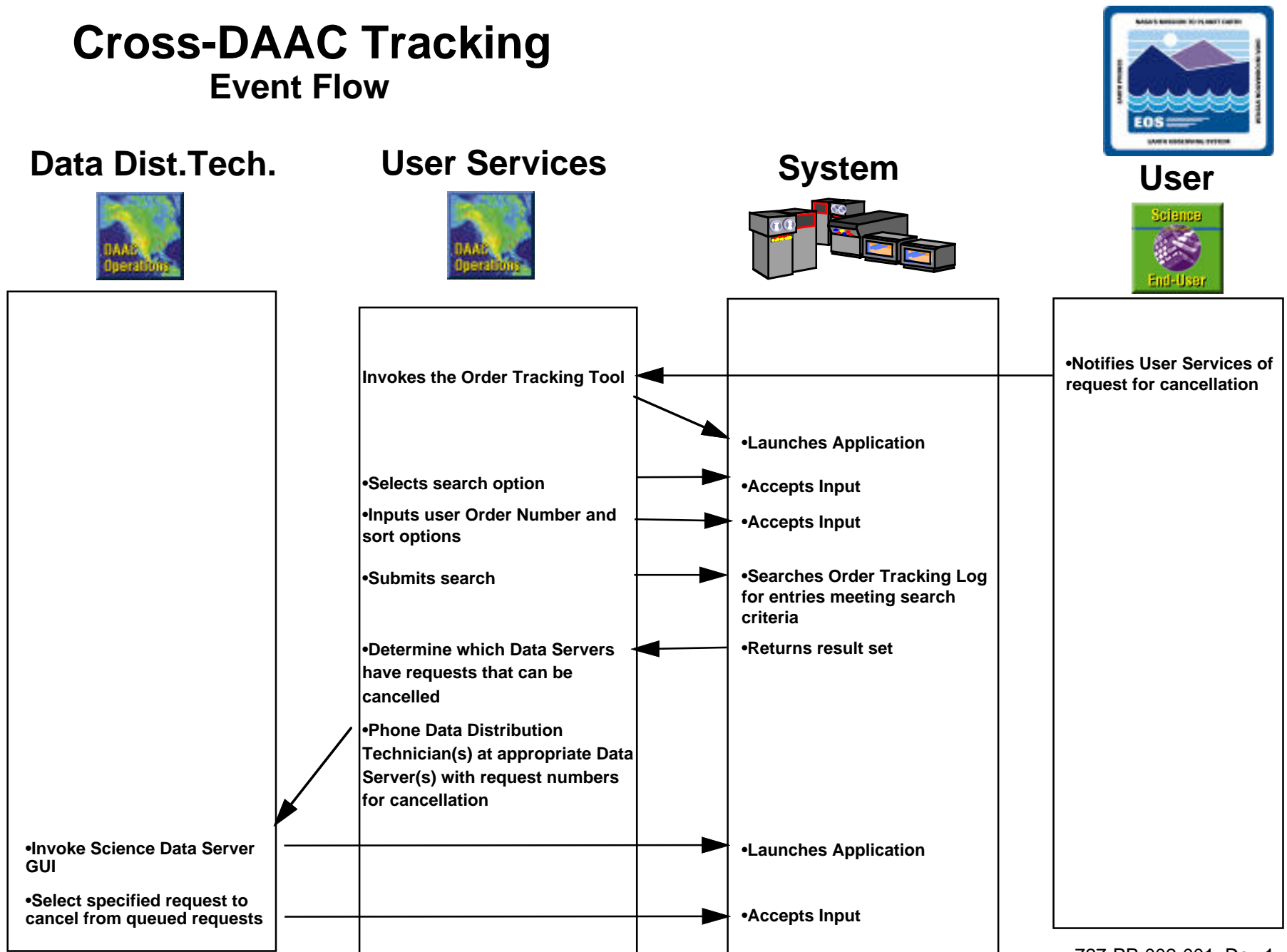
Heritage

- USWG Scenario #5 (Cross-DAAC Orders and Orders Status)

Cross-DAAC Tracking Functional Flow



Cross-DAAC Tracking Event Flow

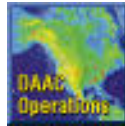


Cross-DAAC Tracking Event Flow

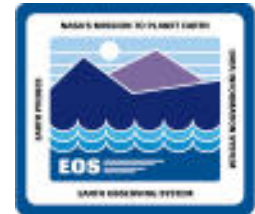
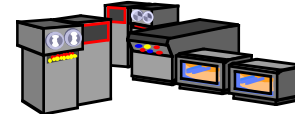
Data Dist.Tech.



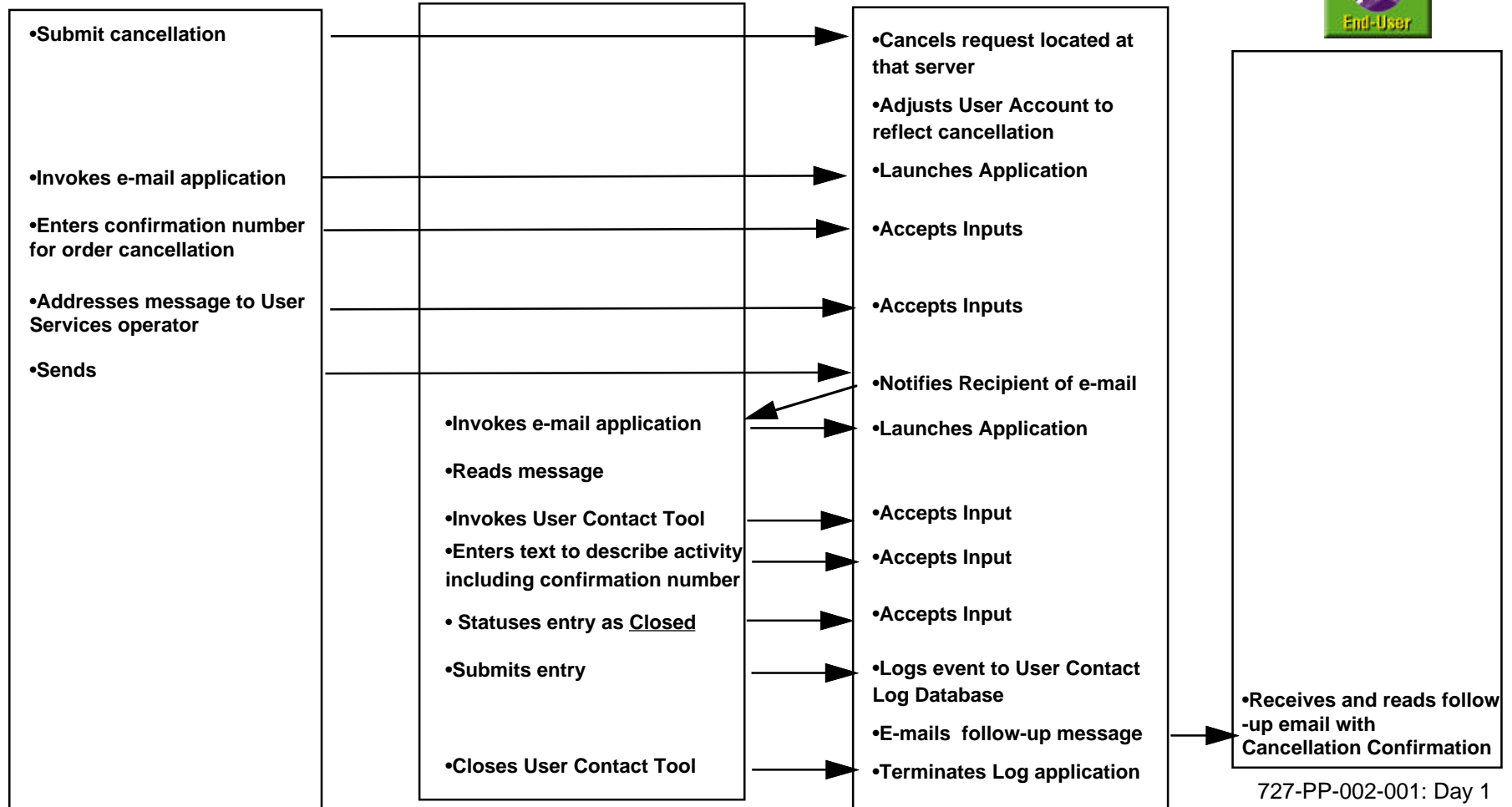
User Services



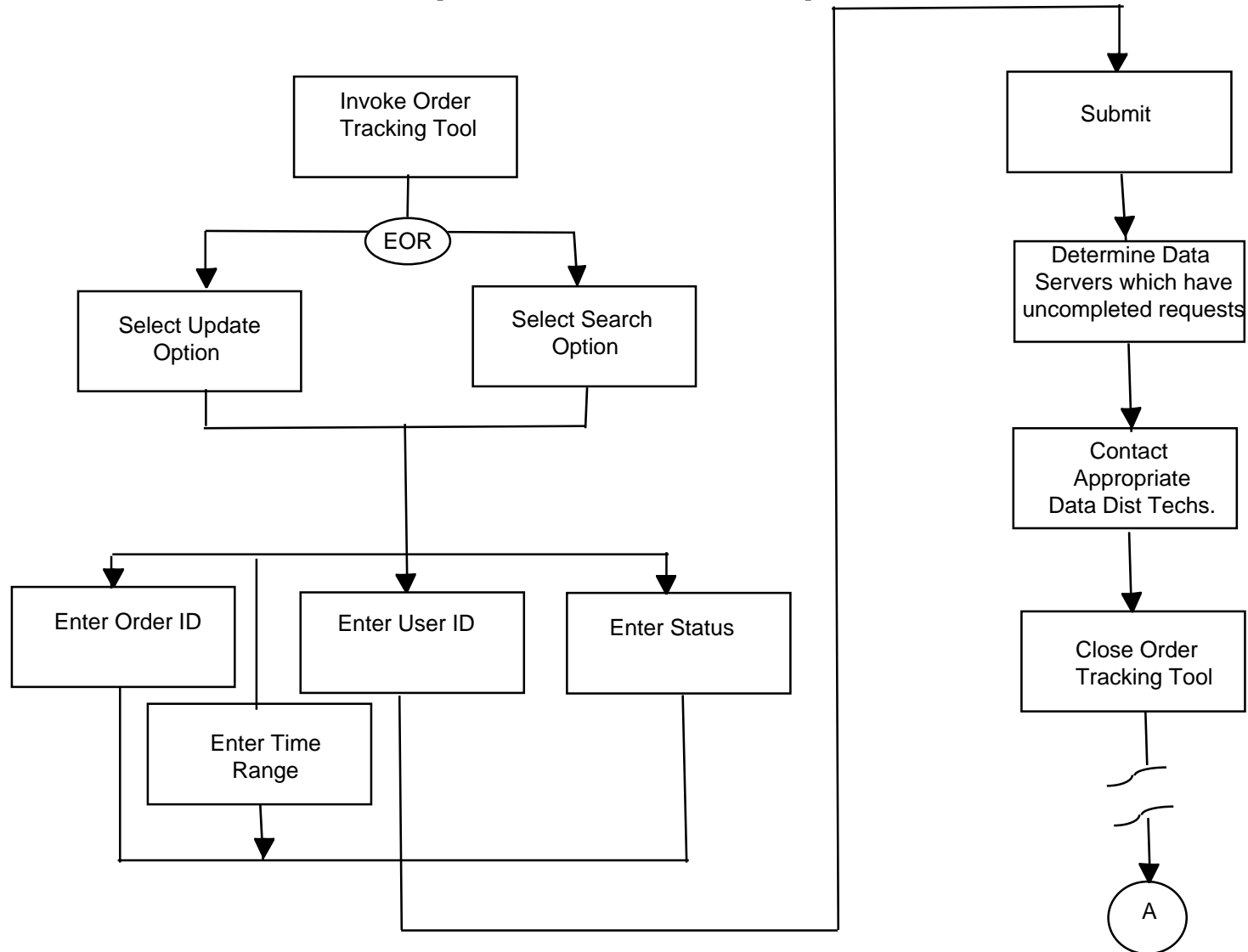
System



User

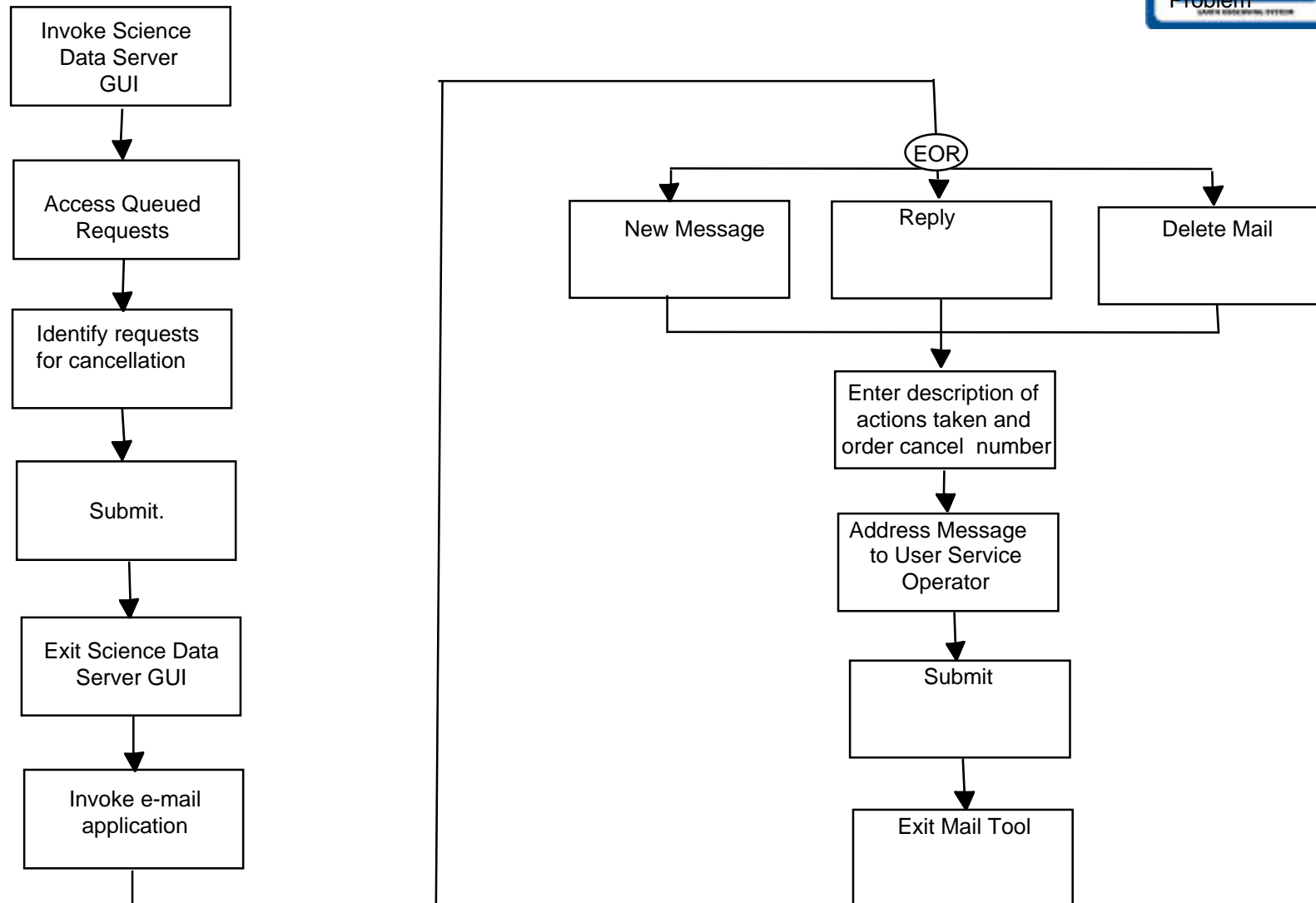
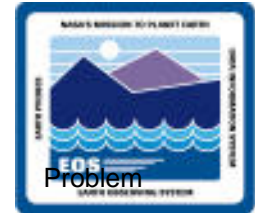


Cross-DAAC Tracking Workflow (User Services)

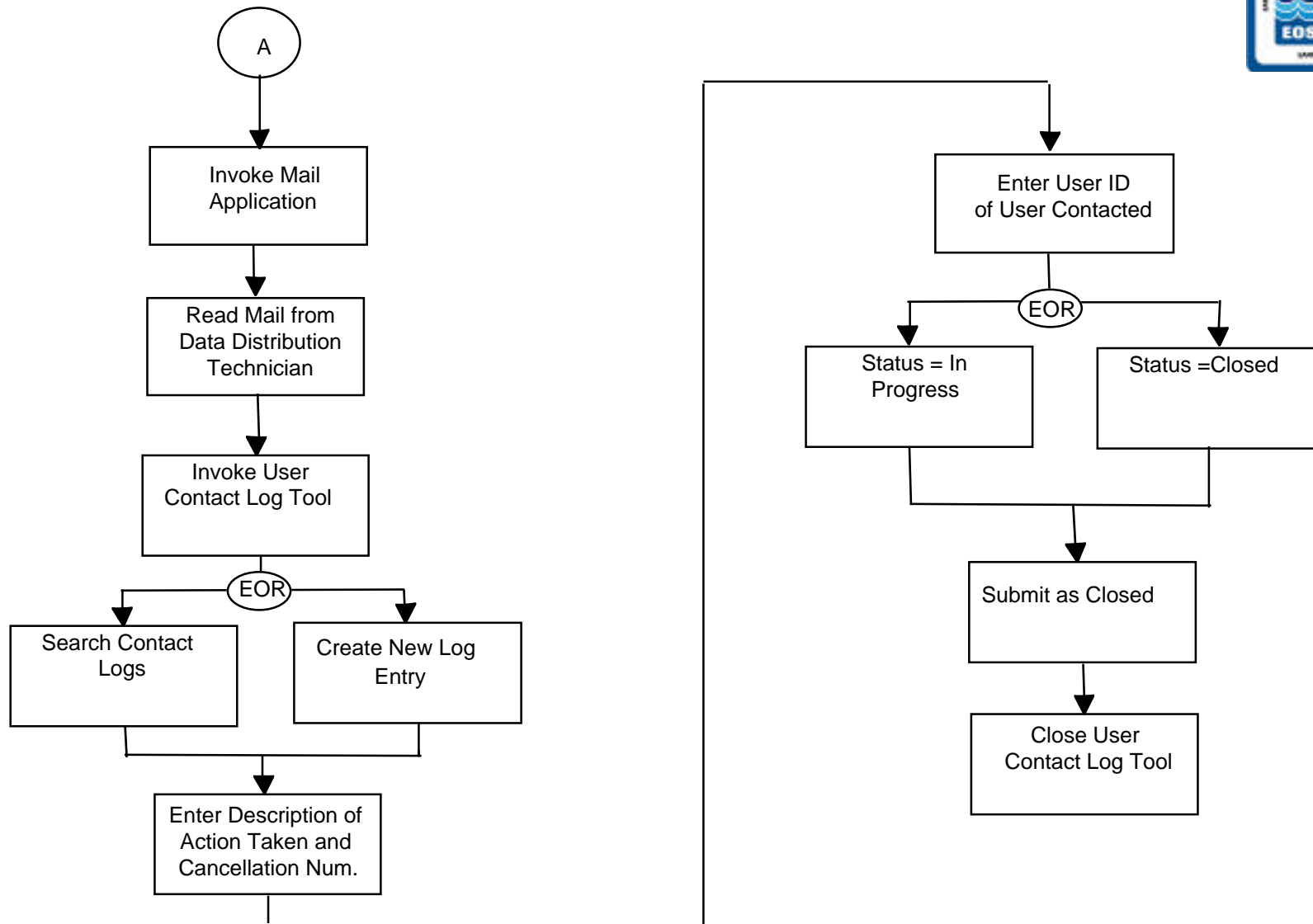


Cross-DAAC Tracking

Workflow (Data Dist. Technician)



Cross-DAAC Tracking Workflow (User Services)



Cross-DAAC Tracking Data Activity



Operator Function	Data Element	Operator Interaction
Access E-mail	MessageId MessageText AttachedObject ReplyText Originator Addressee	Display Input Input Input Display Input
User Contact Log	UserId* LogEntryId LogEntryStatus TextDescription Notes Date/Time OperatorId	Input Display Input Input Input Display Edit
Track Order	UserId OrderId Status DateTime MediaType	Input Input Input Input Input
Cancel Order	Refer to Operations Workshop Presentation on Science Data Distribution (Mark Huber, 17 January, 1996) for details of Science Data Server data activity	